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## **SOUTHWEST AIRLINES CARGO DELIVERS THE INDUSTRY’S TOP AWARDS**

### ***Southwest Receives Multiple Awards for Domestic Carrier of the Year and Domestic Airline of the Year***

**DALLAS – April 15, 2014** – Southwest Airlines Cargo is leader of the pack when it comes to running a successful operation. The airline was recently named the Airforwarders Association’s “Domestic Carrier of the Year” for the fifth year in a row. It also earned the Express Delivery & Logistics Association’s (XLA) “Domestic Airline of the Year.” This is the 14th year in a row Southwest has won the award.

The Airforwarders Association awarded Southwest the designation as the carrier of the year based on its on time performance, Customer Service, problem resolution, claims handling, technology support, service options, and overall value.

“Without the hard work and dedication of our People across the country, these awards would not be possible,” said Matt Buckley, Vice President of Cargo & Charters. “This recognition is another sign of the incredible commitment our operational team has toward consistently delivering the highest quality of Customer Service. Our cargo sales and marketing team compliments this effort by developing personal customer relationships that we are known for at Southwest Airlines.”

“The Airforwarders Association awarded Southwest Cargo its 2014 Domestic Carrier of the Year award in recognition of the airline’s outstanding performance,” said Brandon Fried, Executive Director of the Airforwarders Association. “The organization’s members congratulate Southwest on its ongoing commitment to quality and on receiving this highly esteemed honor, and look forward to working together in delivering high quality standards essential to our mutual success.”

The Express Delivery and Logistics Association (XLA) represents companies focused on expedited higher value air shipments. Each year, the association surveys its members on the performance of its airline partners on all aspects of service including on time records, logistical handling, communications, and technology. This extensive survey provides the basis for our Annual Airline Excellence Awards. XLA Executive Director Jim Conway noted “the award reflects the outstanding performance of the Southwest Cargo Team as decided by their customers’ express cargo experience throughout the year.”

Recently, Air Cargo World presented Southwest Airlines with its [Diamond Award](#) in the “up to 299,999 tonnes” category as part of the annual Air Cargo Excellence Survey. This was the fourth year the airline took home the top prize for being ranked highest for Customer Service, Performance, and Value.

### **ABOUT SOUTHWEST AIRLINES CARGO**

Southwest Airlines' Relentlessly Reliable Employees offer Cargo Customers expedited air cargo service to destinations across the map, including complimentary Road Feeder Service and interline destinations. With more than 200 million pounds of available cargo lift domestically per month, Southwest is proud to operate a majority of their Cargo Facilities from coast-to-coast, providing Customers with award-winning Customer Service.

### **ABOUT SOUTHWEST AIRLINES CO.**

In its 43rd year of service, Dallas-based Southwest Airlines (NYSE: LUV) continues to differentiate itself from other carriers with exemplary Customer Service delivered by nearly 45,000 Employees to more than 100 million Customers annually. Southwest is the nation's largest carrier in terms of originating domestic passengers boarded and operates the largest fleet of Boeing aircraft in the world to serve 96 destinations in 41 states, the District of Columbia, the Commonwealth of Puerto Rico, and five near-international countries via wholly owned subsidiary, AirTran Airways. Southwest is one of the most honored airlines in the world, known for its triple bottom line approach that takes into account the carrier's performance and productivity, the importance of its People and the communities it serves, and its commitment to efficiency and the planet. The 2012 Southwest Airlines One Report™ can be found at [southwest.com/citizenship](http://southwest.com/citizenship).

From its first flights on June 18, 1971, Southwest Airlines launched an era of unprecedented affordability in air travel described by the U.S. Department of Transportation as "The Southwest Effect," a lowering of fares and increase in passenger traffic wherever the carrier serves. With Southwest Airlines, Bags Fly Free® (first and second checked pieces of luggage, size and weight limits apply), and there are no change fees when you need to change your flight. Southwest's fleet offers leather seating and the comfort of full-size cabins, a majority of which are equipped with satellite-based WiFi connectivity over the United States, which enables live and video-on-demand TV currently FREE compliments of DISH, and a new, sustainable cabin interior. Southwest acquired AirTran Airways in May 2011 and by the end of 2014 intends to complete the full integration of the AirTran network into Southwest. With 41 consecutive years of profitability, the People of Southwest and AirTran operate more than 3,600 flights a day. Southwest Airlines'

frequent flights and low fares are available online at **southwest.com** or by phone at 800-I-FLY-SWA.